



CHAPTER IV

CONCLUSION AND SUGGESTIONS

A. Conclusion

Based on the analysis and explanation in the previous chapter, it is clear that consumer protection in E-commerce perspective Law No.8/1999 concerning consumer protection and Islamic economics (study on consumer protection given by Tokobagus.com) have 2 conclusions:

1. The result of this research is consumer protection given by Tokobagus.com still weak according to Law No. 8/1999 on consumer protection. It can be seen from the cases that still happen, object of trading clarity that can not be guaranteed and verification method has not been perfect yet.

2. According to Islamic economic rule consumer protection given by Tokobagus.com has not been appropriate yet. Tokobagus.com only gives the rule about product clarity but it does not have a joint account code that can make *khiyar* right applicable. Tokobagus.com only gives verifications code to provide a good and trusted advertisement. So, when the buyers are not satisfied, they cannot return the product to the seller.

B. Suggestion

After conducting some observation and analyzing the research result, the researcher gives some suggestion to:

1. To the sellers, the consumer protection is very important for safety transaction. According to Law no.8/1999 the sellers have the obligation to give it. When the sellers do not give the consumer protection to the buyer, the sellers will get punishment, because it can be broken the rule of Law no.8/1999 concerning consumer protection.
2. To the buyers, the consumer protection is the right of the buyer, and if the buyers experience breach of it, they can claim about that in the court. But the buyers have obligation to obey the rule in the transaction, it can prevent the breach of consumer protection and the buyers can get their right.

3. To Tokobagus.com as the middleman that connects the buyers and sellers have to pay attention about consumer protection. Tokobagus.com can increase the protection of transaction by joint account.
4. To the government, the researcher gives appreciation for the good Law (Law no.8/1999 concerning consumer protection) that regulates the right of consumer in Indonesia. May be in the future the government can take the unsure of Islamic economic law to complete the rule, such as khiyar right.

